

**AT&T RELAY SERVICES**  
**ANNUAL SUMMARY OF CONSUMER COMPLAINTS**  
June 1, 2004 through May 31, 2005

**Complaint Summary by Category**

**VIRGIN ISLANDS**

*As of 6/8/2005*

	2004							2005					
Complaint Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
Transparency													0
Confidentiality													0
Verbatim													0
Typing Issues													0
In Call Replacement													0
Answer Performance													0
Gender Accommodation													0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**AT&T RELAY SERVICES**  
**2005 ANNUAL SUMMARY OF CONSUMER COMPLAINTS**  
June 1, 2004 through May 31, 2005

**VIRGIN ISLANDS**

*As of 6/8/2005*

	2004							2005					
Virgin Islands	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE													0
TTY													0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**VIRGIN ISLANDS RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2004 – MAY 2005**

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**June 2004** – Nothing to report.

**July 2004** – Nothing to report.

**August 2004** – Nothing to report.

**September 2004** – Nothing to report.

**October 2004** – Nothing to report.

**November 2004** – Nothing to report.

**December 2004** – Nothing to report.

**January 2005** – Nothing to report.

**February 2005** – Nothing to report.

**March 2005** – Nothing to report.

**April 2005** – Nothing to report.

**May 2005** – Nothing to report.



**AT&T RELAY SERVICES  
ANNUAL SUMMARY OF CONSUMER COMPLAINTS**  
June 1, 2004 through May 31, 2005

**VIRGINIA**

Complaint Summary by Category

As of 6/8/2005

Complaint Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
Transparency											1		1
Confidentiality													0
Verbatim		1											1
Typing Issues													0
In Call Replacement													0
Answer Performance													0
Gender Accommodation													0
Total	0	1	0	0	0	0	0	0	0	0	1	0	2

**AT&T RELAY SERVICES  
2005 ANNUAL SUMMARY OF CONSUMER COMPLAINTS**  
June 1, 2004 through May 31, 2005

**VIRGINIA**

As of 6/8/2005

2004						2005					
JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY
VOICE										1	
TTY	1										
TOTAL	0	1	0	0	0	0	0	0	0	1	0

**VIRGINIA RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2004 – MAY 2005**

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**June 2004** – Nothing to report.

**July 2004**

**TTY July 6, 2004**

The customer complained the CA had not relayed the call verbatim.

**Category:** Other (Misc)

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** July 7, 2004

**FCC:** Verbatim

**August 2004** – Nothing to report.

**September 2004** – Nothing to report.

**October 2004** – Nothing to report.

**November 2004** – Nothing to report.

**December 2004** – Nothing to report.

**January 2005** – Nothing to report.

**February 2005** – Nothing to report.

**March 2005** – Nothing to report.

**April 2005**

**Voice April 6, 2005**

The customer complained the CA interjected personal comments.

**Category:** Attitude and Manner

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** April 7, 2005

**FCC:** Transparency

**May 2005** – Nothing to report.





**AT&T RELAY SERVICES**  
**ANNUAL SUMMARY OF CONSUMER COMPLAINTS**  
June 1, 2004 through May 31, 2005

**Complaint Summary by Category**

**WEST VIRGINIA**

*As of 6/8/2005*

	2004							2005					
Complaint Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
Transparency										1			1
Confidentiality													0
Verbatim													0
Typing Issues													0
In Call Replacement													0
Answer Performance												1	1
Gender Accommodation													0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>2</b>

**AT&T RELAY SERVICES**  
**ANNUAL SUMMARY OF CONSUMER COMPLAINTS**  
June 1, 2004 through May 31, 2005

**WEST VIRGINIA**

*As of 6/8/2005*

	2004							2005					
West Virginia	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE													0
TTY										1		1	2
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>2</b>

**WEST VIRGINIA RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2004 – MAY 2005**

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**June 2004** – Nothing to report.

**July 2004** – Nothing to report.

**August 2004** – Nothing to report.

**September 2004** – Nothing to report.

**October 2004** – Nothing to report.

**November 2004** – Nothing to report.

**December 2004** – Nothing to report.

**January 2005** – Nothing to report.

**February 2005** – Nothing to report.

**March 2005**

**TTY March 18, 2005**

The customer complained that the CA asked his mother what a TTY abbreviation meant.

**Category:** Other (CA/OPR)

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Apologized to the customer for the inconvenience.

**Contact Closed:** March 18, 2005

**FCC:** Transparency

**April 2005** – Nothing to report.

**May 2005**

**TTY May 3, 2005**

The customer complained that when they reached relay, and gave the number to call, there was no response.

**Category:** Other (Equip)

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Apologized to the customer for the inconvenience and explained that relay was experiencing an unusually high call volume.

**Contact Closed:** May 3, 2005

**FCC:** Answer Performance



AT&T Other

**AT&T RELAY SERVICES**  
**ANNUAL SUMMARY OF CONSUMER COMPLAINTS**  
June 1, 2004 through May 31, 2005

**Complaint Summary by Category**

**AT&T - OTHER**

*As of 6/8/2005*

	2004							2005					
Complaint Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
Transparency								1		1	3		5
Confidentiality				1								1	2
Verbatim	1		1	1			1		1			1	6
Typing Issues		1		1	2	1		2					7
In Call Replacement						1							1
Answer Performance													0
Gender Accommodation													0
<b>Total</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>21</b>

**AT&T RELAY SERVICES**  
**ANNUAL SUMMARY OF CONSUMER COMPLAINTS**  
June 1, 2004 through May 31, 2005

**AT&T - OTHER**

	2004							2005					
AT&T Other	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE				1		1	1				1		4
TTY	1	1	1	2	2	1		3	1	1	2	2	17
<b>TOTAL</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>21</b>

*Note: AT&T Other complaints are AT&T LDRC, USO and/or customers from non-AT&T contract notes. Includes AT&T Internet Relay Service.*

**NON-CONTRACT STATES RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2004 – MAY 2005**

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**June 2004**

**TTY June 24, 2004**

The customer complained the CA had not relayed the call verbatim.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** June 25, 2004

**FCC:** Verbatim

**July 2004**

**TTY July 6, 2004**

The customer complained that the CA typed too slowly and hung up too quickly.

**Category:** Typing Skill/Speed

**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Apologized to the customer for the inconvenience.

**Contact Closed:** July 6, 2004

**FCC:** Typing Issue

**August 2004**

**TTY August 9, 2004**

The customer complained that the CA did not type a recorded message to him.

**Category:** Other (CA/OPR)

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** August 9, 2004

**FCC:** Verbatim

**September 2004**

**Voice September 9, 2004**

The customer complained that the CA called an interpreting service on behalf of their patient.

**Category:** Other (CA/OPR)

**Escalation:** Received by the National Relay Center, PA and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience and advised the situation would be investigated.

**NON-CONTRACT STATES RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2004 – MAY 2005**

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**Contact Closed:** September 14, 2004  
**FCC:** Confidentiality

**TTY September 11, 2004**

The customer complained that the CA typed too slowly during her call.

**Category:** Typing Skill/Speed

**Escalation:** Received by the Pennsylvania Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** September 11, 2004

**FCC:** Typing Issue

**TTY September 17, 2004**

The customer complained the CA did not relay his order correctly.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Apologized to the customer for the inconvenience, and informed him the incident would be investigated.

**Contact Closed:** September 21, 2004

**FCC:** Verbatim

**October 2004**

**TTY October 15, 2004**

The customer complained the CA was slow to respond and typed poorly.

**Category:** CA Hung up on me

**Escalation:** Received by the Georgia Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** October 15, 2004

**FCC:** Typing Issue

**TTY October 16, 2004**

The customer complained that the CA was slow in typing responses and made too many typing mistakes.

**Category:** Typing Skill/Speed

**Escalation:** Received by the Georgia Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** October 16, 2004

**FCC:** Typing Issue

**November 2004**

**NON-CONTRACT STATES RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2004 – MAY 2005**

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**TTY November 9, 2004**

The customer that the CA made too many typing mistakes.

**Category:** Typing Skill/Speed

**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** November 9, 2004

**FCC:** Typing Issue

**Voice November 28, 2004**

The customer complained that the CA transferred his call in mid-sentence.

**Category:** Other (CA/OPR)

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** November 28, 2004

**FCC:** In Call Replacement

**December 2004**

**Voice December 13, 2004**

The customer complained the CA had not relayed the call verbatim.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Pennsylvania Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** December 13, 2004

**FCC:** Verbatim

**January 2005**

**TTY January 4, 2005**

The customer complained that the CA did not relay the conversation accurately.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Georgia Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** January 10, 2005

**FCC:** Transparency

**TTY January 21, 2005**

The customer complained that the CA's typing was terrible

**Category:** Typing Skill/Speed

**Escalation:** Received by the National Relay Center, PA and handled by the same.



**NON-CONTRACT STATES RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2004 – MAY 2005**

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**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** January 21, 2005

**FCC:** Typing Issue

**TTY January 26, 2005**

The customer complained that the CA was not typing accurately.

**Category:** Typing Skill/Speed

**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** January 27, 2005

**FCC:** Typing Issue

**February 2005**

**TTY February 24, 2005**

The customer complained the CA had not relayed the call verbatim.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** February 25, 2005

**FCC:** Verbatim

**March 2005**

**TTY March 24, 2005**

The customer complained that the CA told her directly that the other party could not take her call.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Georgia Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** March 24, 2005

**FCC:** Transparency

**April 2005**

**Voice April 19, 2005**

The customer complained that the CA broke transparency during her relay conversation.

**Category:** Other (CA/OPR)

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**NON-CONTRACT STATES RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2004 – MAY 2005**

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**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** April 19, 2005

**FCC:** Transparency

**TTY April 26, 2005**

The customer complained that the operator informed him his call was being reported to the FBI and then disconnected the call.

**Category:** Attitude and Manner

**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** April 27, 2005

**FCC:** Transparency

**TTY April 29, 2005**

The customer complained the CA was rude by making personal comments during his relay conversation.

**Category:** Attitude and Manner

**Escalation:** Received by the Georgia Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** April 29, 2005

**FCC:** Transparency

**May 2005**

**TTY May 25, 2005**

The customer complained the CA did not type the recorded message verbatim and that the relief CA did not provide his/her ID.

**Category:** Other (CA/OPR)

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CAs' managers would follow up accordingly.

**Contact Closed:** May 25, 2005

**FCC:** Verbatim

**TTY May 27, 2005**

The customer complained that the CA called his friend back after he had disconnected the call and began conversing with him/her.

**Category:** Attitude and Manner

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's

**NON-CONTRACT STATES RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2004 – MAY 2005**

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manager would follow up accordingly.

**Contact Closed:** May 27, 2005

**FCC:** Confidentiality

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